

**Service Planning Area 3
County of Los Angeles – Department of Mental Health
Quality Improvement Committee**

**Meeting Minutes
March 16, 2010**

Welcome and Introductions

All members introduced themselves and Claudia welcomed and thanked everyone for coming.

Attendees: Misty Aronoff, Gloria Santos, Makan Emadi, Helena Ditko, Leah Merjil, Julia Soler, Veronica McClendon, Paul Randle, Claudia Rodriguez, Nancy Uberto, Michelle Hernandez, Windy Luna-Perez, Melody Taylor Stark, Gassia Ekizian, Kameelah Wilkerson, Stella Tam, Nancy Gilbert, Denise Gonzalez, Julie Barron, Adri Vermilion, Claudia Williams, Linda Pry, Judy Law, Rosa Mancilla, Stephanie Sullivan, Stephanie Schneider, Elizabeth Owens, Adrine Bazikyan, Latesa Madkins, Claudia Fierro, Greg Tchakmakjian, Sandra Bourdas

Minutes:

Review of the minutes
List of names (attendance) should be added
Rosa Sanchez – thank you for the minutes last month

Claudia Fierro, LCSW

Behavioral Health Screening - Triage
Procedure Code H0002 – Telephone and Face-to-Face

The first client contact for a Triage should be the admit date. Example:

A client is first spoken to on 1/4/11 and 20 days later on 1/24/11 the Initial Assessment is completed. The actual admit date would be 1/4/11. A non licensed staff can open up a triage episode and a LCSW could bill for the assessment.

Intake triage screenings are billable and can be backdated so long as the initial assessment is completed within 14 days from the initial contact and within the same calendar month. Documentation should be completed for the screening with a date. It is recommended that the screening be held until the initial assessment is completed. Both the screening and initial assessment should be completed within a 30-day period.

Only directly operated clinics need to use the LAC-DMH Triage form.

Any staff operating within his/her scope of practice can complete a triage screening. Agencies can mandate specific staff disciplines to complete triage screenings. However, only staffs that fall under the Authorized Mental Health Discipline can complete initial assessments.

Some agencies are conducting triage without client involvement, e.g., gathering information from social workers. However, the client must be present in order for agencies to triage them. Claudia Reyes will verify this information.

For children the Caregiver would be the Face-To-Face contact, and the client may not be there especially if triage is completed via telephone.

H0002 Summary

- ✓ Talking to guardian can we use code
- ✓ Staff discipline limitations
- ✓ Has to be within the same calendar month and within 14 days of admit date

Leticia Madkins

PEI UDATES

- ✓ There will be a CBTIS provider meeting on 3/23/11 – invites will be going out.
- ✓ Upcoming CPP - April 19 – 21, Marsha Taborga (Trainer).
- ✓ Mat Training on claiming/billing March 22, 2011, by invitation only. Contact Christine Bay Cbae@dmh.lacounty.gov
- ✓ Seeking Safety training offered in late April and a round table in June 2011.

QUALITY ASSURANCE

Gassia Ekizian

Audits:

- ✓ Inpatient Harbor UCLA beginning Monday.
- ✓ QSI quality review
- ✓ Waterridge began QSI quality review on Monday

Auditor control audit going around
Pacific Clinics and Enki

We invite agencies with an Electronic Health Record (EHR) to provide QIC members with a review of the audit.

Auditor Controllers Office

Focus is on Diagnosis and is very intensive

Extensions of recent audits from about 2 years ago

At Enki all of the COS CHARTS were requested

Financial Audit at Hathaway-Sycamores focused on flux funds

PSDT audits have not resumed

Taxonomy reports have been turned in and will be sent back if there is no termination date for the staff.

DMH Counsel and Compliance Officer have had problems with taxonomies for staff which will impact some of the disciplines. On Counsel's advice, DMH will be recommending to the State a way to resolve some of the issues. Taxonomy in question includes:

103 Psychologists

104 Social Worker

207 Physician

208 Physician

263 Nurse Practitioner/Physician Assistant

364 Clinical Nurse Specialist

Most of these Medi-Medi claims must have a Coordination of Benefits (COB) when forwarded to the state for reimbursement, if you have staff on one of the above taxonomies.

Contact:

Mary Lou Joguilon, before April 1st at mjoguilon@dmh.lacounty.gov or fax at 213-381-8386. If you have questions regarding taxonomies.

There are some discrepancies even though the state was consulted when new taxonomy was developed. For Clients that are Medi-Medi:

- ✓ Any ASW's listed as LCSW's
- ✓ Ask Mary Lou for criteria
- ✓ Make sure all taxonomy information is updated
- ✓ If you have Medi-Medi make sure you are billing correctly

For other staff, recommendation is not to do anything. If you've checked the IS recently, the IS has been updated in accordance with the report. The *Go live* date for taxonomy is still scheduled for April 1st. Electronic Health Record providers may have problems as a result. If no match, denied claims. DMH is asking state to disable acknowledgement of mismatch of the taxonomy codes. There is no additional information at this time.

If you submit claims, make sure your EHR has been in contact with CIOB.

SFPR Policy

- ✓ Draft policy came out 2 years ago and focused on the SFPR had to be licensed or waived staff. The *drafted* policy was never made official.

A New policy will be coming out, and will be provided to QIC members.

The SFPR does not have to be a licensed or waived staff.

Short Doyle Medical-Cal Rehab Option Manual

Short Doyle Rehab Manual is been revised and is now taking suggestions for revisions. Contact Mary Lou Joguilon.

New Procedure Codes

Procedure Codes Guides will be revised next month (April)

- ✓ 96372 Intramuscular injection
- ✓ H0033 Oral Medication Administration

Quality Assurance Bulletin will be revised next month to incorporate the new procedure codes.

New Client Care Coordination Plan (CCCP) – union approval still waiting. New CCCP (3rd page) will only be required if you have an outside agency working the case with you. If not, you don't have to complete the third page of CCCP. Conflicts with Dr. Southard's letter regarding ????? waiting to schedule meetings with the union to get approval.

EHRs/Clinical Forms Crosswalk is a document that provides criteria on what is expected from our Electronic Health Record for LAC-DMH. The form has not been released yet. Clinical Crosswalk meeting takes place once a month for contract agencies.

QUALITY IMPROVEMENT

Melody Taylor Stark

Cultural Competence

- ✓ Next meeting – April 4th – anyone from SPA3 can attend – send along contact information.
- ✓ State Outcomes – report finished and will be reported on the LAC-DMH website shortly
- ✓ QI work plan posted this week on DMH website – State Outcomes for Work Plan for 2011 will be posted on LAC-DMH website

Melody will obtain information for QIC members.

DIRECTLY OPERATED

- ✓ DMH is updating consumer work plan training on administrative staff becoming warmer welcoming for consumers. Any information that can be passed along to contract agencies as a model is welcome.
- ✓ Committee is working on revising training working with some Security Trainers – some staff will be invited to attend to focus on team building. Will pass alone.

Children's County QIC

- ✓ The same model as chair from DMH, one chair needed to step down because of changes in the agency. Looking for replacement and will send out an email.

Update

California External Quality Review is scheduled for April, involving SPA 6 & 7. More information regarding this update will be provided. SPA3 is not scheduled for review this year.

ANNOUNCEMENTS

Rosemary's Children is looking for a Quality Assurance Director, please call (626) 844-3933 ext 213

Agencies for Life Foundation – a mental health agency in San Gabriel and Alhambra; DMH contracted.

Services youth 18 – 21, emancipated from probation and foster care who have a mental health diagnosis.

Contact: Sandra Bourdaa at (626) 524-6145

Homes for Life Foundation – Athena TAY Program

Homes for Life Foundation – Athena TAY Program

SPA3 QIC members need to think about what speakers we would like to come and speak about a certain topic.

Dr. Meyers suggested QIC members think about what PEI questions are still looming and noted it would be helpful to have someone come and answer PEI questions (general or specific). If members are not able to go online and get the PEI most asked questions, a link will be sent out by Melody Taylor Stark.

*Minutes Approved: Claudia Irujo, CEO
QIC Chair*

